

I have 2 Captel phones, one at home and one at work. I find them very helpful. Using these phones have made a world of difference in being able to follow the conversations without having to ask people to repeat what I did not understand or

misunderstanding or pretending to understand. I like them better than TTY Relay service as Captel saves a lot of time. The people I call are more comfortable with me when I use Captel than when I use TTY Relay Service. At work, I feel far

more independent in being able to solve complex problems over the phone.